

THE TOWN OF FOREST HEIGHTS  
RESOLUTION 32-19

**A RESOLUTION FOR THE ADOPTION OF AMENDMENTS TO THE TOWN'S  
EMPLOYEE HANDBOOK REGARDING THE USE OF TOWN LAPTOPS,  
CELLPHONES AND SMARTPHONES AND GENERALLY RELATING TO  
ELECTRONIC ACCESS AND E-POLICIES**

Introduced by: President Calvin Washington

**WHEREAS**, pursuant to § 5-202 of the LG Article of the Md. Ann. Code, the legislative body of a municipality may adopt ordinances to assure the good government of the municipality; and

**WHEREAS**, pursuant to § 2.5 of the Town Ordinance Code, the Town Council may, from time to time, by resolution issue such rules and regulations governing: 1) the use of Town property by officers, employees, and volunteers and 2) the compensation, discipline, performance, safety, separation and all other matters pertaining to the employment, supervision or management of the Town's officers, employees, and volunteers, as it deems appropriate; and

**WHEREAS**, the Mayor and Council adopted Resolution 65-12 on October 17, 2012 thereby initially adopting a comprehensive revision of the Town's Employee Handbook, which has been subsequently amended; and

**WHEREAS**, the Mayor and Council adopted Resolution 12-19 on February 22, 2019 regarding the use of Town email accounts and addresses; and

**WHEREAS**, the Attorney General of Maryland in 81 Op. Att'y Gen. of Md. 140 (1996) has opined that the Maryland Public Information Act (the "Act") applies to electronically stored e-mail messages or hard copies of the messages in the custody and control of a public officer or employee, if the message is related to the conduct of public business regardless of whether the officer or employee creates, receives or stores the record in a public or private email account; and

**WHEREAS**, the Attorney General of Maryland by referencing Md. Ann. Code, SG Art., §10-611(c)(2) has further opined in said opinion that e-mail messages of members of a public body pertaining to public business would be an "electronic record" and each member would then be the "custodian" of the e-mail messages, because each member would have "physical custody and control of a public record..."; and

**WHEREAS**, the Mayor and Council adopted Resolution 12-19 on February 22, 2019 approving amendments to the Employee Handbook requiring all elected officials and employees of the Town to exclusively utilize Town prescribed email accounts for all Town official business

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communications particularly for those that are marked or intended as confidential which may be protected from disclosure under the Act.

**NOW THEREFORE BE IT RESOLVED**, that the Town Council hereby adopts, and approves the following amendments to the Employee Handbook originally adopted and approved by Resolution 65-12 on October 17, 2012, as amended:

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**CHAPTER XI**

**ELECTRONIC ACCESS AND TECHNOLOGY USAGE (ePOLICIES)**

**A. GENERAL**

The Town provides some, if not all, elected officials and employees with electronic access, consisting of an e-mail system, a network connection, and Internet/Intranet access. This policy governs all use of the Town's network, Internet/Intranet access, and e-mail system at all Town locations and offices. This policy includes, but is not limited to, electronic mail, chat rooms, the Internet, news groups, electronic bulletin boards, the Town of Forest Heights, Maryland's Intranet and all other Town electronic messaging systems.

**B. E-MAIL/INTERNET POLICIES AND PROCEDURES**

(1) The Town's e-mail system is designed to improve service to our resident's, contractors, other officials, and enhance internal communications, and reduce paperwork. Employees including all elected officials and appointed employees using the Town of Forest Heights, Maryland's e-mail system must adhere to the following policies and procedures:

- The Town's e-mail system, network, and internet/intranet access are intended for business-use only. Employees and elected officials may access e-mail and the internet for personal use only during non-working hours, and strictly in compliance with the terms of this policy. Each employee and elected official shall be provided with an official town email address and account intended for official use regarding Town business.
- All information created, sent, or received via the Town of Forest Heights, Maryland's e-mail system, network, internet, or intranet, including all e-mail messages and electronic files, is the property of the town. Employees and elected officials should have no expectation of privacy regarding this information. The Town of Forest Heights, Maryland reserves the right to access, read, review, monitor, or copy all

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messages and files on its computer, email or other communications system at any time and without notice. When deemed necessary, and unless other law forbids it, the town reserves the right to disclose text or images to law enforcement agencies or other third parties without the employee's consent.

- Use extreme caution to ensure that the correct e-mail address is used for the intended recipient(s).
- Any message or file sent via e-mail must have the official's or employee's name attached. The exclusive use of personal e-mail accounts for town business is not permitted unless expressly authorized in advance by the town's chief information officer or the town administrator. Alternate internet service provider connections to the town's internal network are not permitted unless expressly authorized by the town of Forest Heights, Maryland and properly protected by a firewall or other appropriate security device(s) and/or software.
- Confidential information should not be sent via e-mail unless protected by anti-hacking software or encrypted by town approved encryption software and according to established Town procedure in affect at the time of transmittal. This includes the transmission of customer financial information, social security numbers, employee health records, or other confidential material.
- Employees must provide the Town Clerk or Administrator and/or Mayor with all passwords.
- Only authorized management personnel are permitted to access another person's e-mail without consent.
- Employees should exercise sound judgment when distributing messages. Client-related messages should be carefully guarded and protected. Employees and officials must also abide by copyright laws, ethics rules, and other applicable laws.
- E-mail messages must contain professional and appropriate language at all times. Employees and officials are prohibited from sending abusive, harassing, intimidating, threatening, and discriminatory or otherwise offensive messages via e-mail. Sending abusive, harassing, intimidating, threatening, discriminatory, or otherwise offensive messages via e-mail will result in disciplinary action up to and including termination.
- E-mail usage must conform to the town's harassment and discrimination policies.

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- Use of the town's e-mail system to solicit for any purpose, personal or otherwise, without the consent of the Town of Forest Heights, Maryland is strictly prohibited.
- Any employee or official engaging in the transmission of inappropriate e-mails, as determined by management, will be subject to discipline, up to and including termination.
- Employees should archive messages to prevent them from being automatically deleted or take other measures to ensure emails are not intentionally or inadvertently destroyed. All messages stored or archived in the Town's computer, email or other system shall be deemed town property, as is all information on the Town of Forest Heights, Maryland's systems. Employees are responsible for knowing the Town of Forest Heights, Maryland's e-mail retention policies.
- Misuse and/or abuse of electronic access, including but not limited to, personal use during working hours, copying or downloading copyrighted materials, visiting pornographic sites or sending abusive e-mail messages will result in disciplinary action, up to and including termination.

(2) Violation of any of these policies will subject an employee to disciplinary action, up to and including termination, suspension and/or censure.

## C. TECHNOLOGY USAGE POLICY

### (1) INTRODUCTION

IN ORDER TO MAXIMIZE THE BENEFITS OF THE INFORMATION TECHNOLOGY INVESTMENTS ACROSS THE TOWN OF FOREST HEIGHTS, THE MAYOR AND COUNCIL HAVE CREATED THIS TECHNOLOGY USAGE POLICY AS A WAY TO ADDRESS AND COMMUNICATE EXISTING AND NEW POLICIES. GOALS OF THIS POLICY ARE:

- SUPPORT FOREST HEIGHTS' OVERALL MISSION, VISION AND GOALS OF INFORMATION TECHNOLOGY;
- PROVIDE CERTAIN ELECTED AND APPOINTED OFFICIALS, AND EMPLOYEES WITH ACCESS TO TOWN ISSUED CELLPHONES, SMARTPHONES AND LAPTOP COMPUTERS;

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- PROTECT CONFIDENTIAL, OR PROPRIETARY INFORMATION OF THE TOWN FROM THEFT OR UNAUTHORIZED DISCLOSURE TO THIRD PARTIES;
- PRESERVE AND MAINTAIN TOWN RECORDS AND COMMUNICATIONS THAT ARE REQUIRED TO BE MAINTAINED AS PUBLIC RECORDS UNDER THE MARYLAND PUBLIC INFORMATION ACT;
- BE COST-EFFECTIVE AND PREVENT WASTE OF INFORMATION TECHNOLOGY (IT) RESOURCES; AND
- REDUCE, AND IF POSSIBLE, ELIMINATE, POTENTIAL LEGAL LIABILITY TO OFFICIALS, EMPLOYEES AND THIRD PARTIES.

**(2) HARDWARE STANDARDS & PURCHASING**

THE CURRENT STANDARD HARDWARE AND ELECTRONIC DEVICES FOR USE BY THE TOWN ARE AVAILABLE FROM THE TOWN AND VARY BASED ON TOWN CONTRACTS, AGREEMENTS, BUDGETS, POLICIES, JOB DESCRIPTION AND USER NEEDS. ELECTED OFFICIALS AND DEPARTMENT HEADS WHO HAVE A NEED TO DEVIATE FROM THE STANDARDS FOR ISSUANCE OR PROVISION SHALL REQUEST AN EXCEPTION. THE TOWN ADMINISTRATOR WILL REVIEW EACH REQUEST AND EITHER APPROVE THE REQUEST AS IS OR SUGGEST AN ALTERNATE SOLUTION TO ENSURE ADEQUATE AND FEASIBLE SUPPORT CAN BE PROVIDED. ALL IT PURCHASES MUST BE APPROVED BY THE TOWN ADMINISTRATOR BEFORE THE PURCHASE ORDER WILL BE FORWARDED TO THE MAYOR OR HER DESIGNEE FOR FINAL APPROVAL.

**(3) SOFTWARE STANDARDS & PURCHASING**

TOWN DESIGNATED STAFF OR IT PERSONNEL MUST FIRST ACQUIRE AND TEST PROGRAMS AND EXECUTABLES BEFORE ANY TOWN OFFICIALS OR EMPLOYEES ACCESS OR SAVE THEM TO THEIR DESKTOP OR LAPTOP COMPUTER OR OTHER ELECTRONIC DEVICES FOR USAGE. SOFTWARE MAY ONLY BE USED IN COMPLIANCE WITH THE TERMS OF THE APPLICABLE LICENSE AGREEMENTS. ALL PURCHASE REQUISITIONS MUST BE CERTIFIED BY THE TREASURER BEFORE THE PURCHASE ORDER WILL BE FORWARDED TO THE VENDOR FOR FULFILLMENT.

**(4) UNAUTHORIZED SOFTWARE**

USE OF UNAUTHORIZED SOFTWARE CAN DEGRADE THE TOWN'S NETWORK, COMPUTING AND INTERNET SERVICE, AND CREATE SECURITY RISKS, LICENSING ISSUES (E.G., PIRACY) AND PERSONAL COMPUTER PROBLEMS, DIVERT FOCUS

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FROM TOWN-RELATED ISSUES, REDUCE EMPLOYEE PRODUCTIVITY AND INCREASE COSTS. IT IS THE RESPONSIBILITY OF ALL USERS IN ALL DEPARTMENTS OR OFFICES TO COMPLY WITH MAINTAINING THE TOWN STANDARDS AND POLICIES BY NOT DOWNLOADING OR INSTALLING UNAUTHORIZED SOFTWARE ONTO ANY TOWN OWNED PC, LAPTOP, SMARTPHONE OR OTHER DEVICE. ANY SOFTWARE WHICH NEEDS TO BE DOWNLOADED AND INSTALLED IS TO BE DONE OR SANCTIONED BY DESIGNATED IT-RELATED STAFF OR CONSULTANTS. UNAUTHORIZED SOFTWARE IS ANY SOFTWARE THAT IS NOT APPROVED FOR USE BY APPROPRIATE IT STAFF OR CONSULTANTS TO CONDUCT THE BUSINESS OF THE TOWN OF FOREST HEIGHTS. AUTHORIZED INFORMATION TECHNOLOGY STAFF, CONSULTANTS OR OTHER DESIGNATED STAFF WILL 1) IMMEDIATELY REMOVE THE UNAUTHORIZED SOFTWARE IN USE WHEN ENCOUNTERED AND 2) ON A ROUTINE BASIS, CHECK AND REMOVE UNAUTHORIZED SOFTWARE, UNLESS THE SOFTWARE HAS A LEGITIMATE BUSINESS PURPOSE FOR THE USER. IT PERSONNEL OR CONSULTANTS WILL WORK WITH USER DEPARTMENTS OR OFFICIALS TO ENSURE ANY QUESTIONABLE SOFTWARE USAGE IS ADDRESSED BEFORE REMOVAL.

**(5) USERS**

USERS OF THE SYSTEM ARE DEFINED AS TOWN OFFICIALS AND EMPLOYEES (INCLUDING BUT NOT LIMITED TO FULL-TIME, PART-TIME, TEMPORARY, SEASONAL OR VOLUNTEER) THAT HAVE A BUSINESS PURPOSE TO ACCESS THE COMPUTER NETWORK, DEVICES OR DATA STORED THEREIN. ALL USERS MUST HAVE A UNIQUE ID AND PASSWORD ASSIGNED BY THE INFORMATION TECHNOLOGY STAFF OR CONSULTANTS. ALL DEPARTMENT HEADS OR SUPERVISORS MUST REQUEST NEW USER LOGINS BY SUBMITTING A REQUEST AT LEAST THREE DAYS IN ADVANCE OF THEIR START DATE.

**(6) NETWORK AND RESOURCE USAGE – INTERNET, EMAIL & DATA**

ACCESS TO AND USE OF THE NETWORK, INTERNET AND/OR E-MAIL SYSTEMS IS PROVIDED TO CERTAIN OFFICIALS AND EMPLOYEES OF FOREST HEIGHTS FOR THE PURPOSE OF ADVANCING THE GOALS OF THE TOWN. THIS ACCESS IMPOSES CERTAIN RESPONSIBILITIES AND OBLIGATIONS ON TOWN EMPLOYEES, (FULL-TIME, PART-TIME AND TEMPORARY EMPLOYEES), AND OFFICIALS, AS WELL AS ANY COMPANIES OR INDIVIDUALS (THIRD PARTIES) CONTRACTED TO DO WORK FOR THE TOWN, OR USE TOWN IT RESOURCES, (HEREINAFTER TERMED "USERS") AND IS SUBJECT TO TOWN GOVERNMENT POLICIES AND LOCAL, STATE AND

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FEDERAL LAWS. PLEASE REVIEW ALL RELATED EPOLICIES CONTAINED IN THIS CHAPTER AND ELSEWHERE IN VARIOUS TOWN ORDINANCES, RESOLUTIONS AND POLICIES.

ALL DATA, E-MAILS, E-MAIL ATTACHMENTS, DOCUMENTS AND OTHER ELECTRONIC INFORMATION WITHIN THE NETWORK/E-MAIL SYSTEM ARE THE PROPERTY OF THE TOWN OF FOREST HEIGHTS. THERE SHOULD BE NO EXPECTATION OF PRIVACY OR CONFIDENTIALITY IN NETWORK USE, INTERNET ACCESS. SMART PHONE USE, AND E-MAIL USE ON THE TOWN'S SYSTEMS OR DEVICES. THE TOWN, ACTING THROUGH ITS ADMINISTRATORS AND SUPERVISORS, HAS THE CAPABILITY AND THE RIGHT TO VIEW DATA AND E-MAIL AT ANY TIME WHEN DEEMED NECESSARY FOR TOWN BUSINESS PURPOSES. THIS POLICY DOES NOT SUPERSEDE ANY STATE OR FEDERAL LAWS REGARDING CONFIDENTIALITY AND APPROPRIATE USE.

THE PRIMARY PURPOSE FOR USING THE TOWN'S NETWORK, INTERNET AND E-MAIL CONNECTION IS IN ADVANCING THE BUSINESS OF THE TOWN. THIS INCLUDES, BUT IS NOT LIMITED TO:

- COMMUNICATION WITH, AND PROVIDING SERVICE TO, CLIENTS AND CITIZENS OF THE TOWN OF FOREST HEIGHTS.
- CONDUCTING THE BUSINESS OF YOUR DEPARTMENT, BODY OR UNIT.
- COMMUNICATING WITH OTHER EMPLOYEES OR OFFICIALS FOR WORK-RELATED PURPOSES.
- GATHERING INFORMATION RELEVANT TO YOUR DUTIES OR TO EXPAND YOUR EXPERTISE.

ACCEPTABLE USE IS ALWAYS LAWFUL, ETHICAL, REFLECTS HONESTY, AND SHOWS RESTRAINT IN THE CONSUMPTION OF SHARED RESOURCES. USERS SHALL REFRAIN FROM MONOPOLIZING SYSTEMS, OVERLOADING NETWORKS WITH EXCESSIVE DATA OR WASTING COMPUTER TIME, CONNECT TIME, DISK OR STORAGE SPACE, PRINTER PAPER, MANUALS OR OTHER RESOURCES. USERS MAY BE SUBJECT TO LIMITATIONS ON THEIR USE OF THE NETWORKS, OR OTHER ACTIONS, AS DETERMINED BY THE APPROPRIATE SUPERVISING AUTHORITY. USERS ARE ALSO EXPECTED TO COOPERATE WITH ANY INVESTIGATION REGARDING THE USE OF ANY ISSUED COMPUTER OR YOUR ACTIVITIES ASSOCIATED WITH TOWN INFORMATION TECHNOLOGY RESOURCES.

CONTENT OF ALL COMMUNICATIONS SHOULD BE ACCURATE. USERS SHOULD USE THE SAME CARE IN DRAFTING E-MAIL AND OTHER ELECTRONIC

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DOCUMENTS AS THEY WOULD FOR ANY OTHER WRITTEN COMMUNICATION. ANYTHING CREATED ON THE COMPUTER MAY, AND LIKELY WILL, BE REVIEWED BY OTHERS. AS WITH INTERNAL E-MAIL MESSAGES, INTERNET E-MAIL CAN BE CHANGED BY OUTSIDE PARTIES AND FORWARDED TO OTHERS WITHOUT THE EMPLOYEE'S OR OFFICIAL'S KNOWLEDGE OR PERMISSION. USERS MUST USE CAUTION IN USING INTERNET E-MAIL AND MUST COMPLY WITH ALL STATE AND FEDERAL LAWS. USERS SHOULD ABSTAIN FROM USING TOWN E-MAIL ID'S IN PUBLIC FORUMS / CHAT ROOMS, ETC., AS IT CAN RESULT IN THE INCREASE OF SPAM AND THE IMPROPER RELEASE OF UNPROTECTED SPEECH. USER DATA AND DOCUMENTS ARE A TOWN ASSET AND SHOULD BE TREATED AS SUCH. FOR THIS REASON, USERS WHO HAVE ACCESS TO A SHARED NETWORK DRIVE SHOULD STORE ALL DATA FILES ON THE SHARED DRIVE AS THESE FILES ARE BACKED UP DAILY OR PERIODICALLY. RECOVERY OF NON-ROUTINELY BACKED-UP DATA STORED ON DESKTOPS OR LAPTOPS IS THE USER'S RESPONSIBILITY. STORAGE ONLY ON A PC OR LAPTOP HARD DRIVE IS A RISK IN THAT IF THE HARD DRIVE FAILS, THE DATA MAY NOT BE RECOVERED.

**(7) INAPPROPRIATE USE**

THE USE OF PUBLIC RESOURCES FOR PERSONAL GAIN AND/OR PRIVATE USE, SUCH AS BUT NOT LIMITED TO THE ITEMS LISTED BELOW, BY ANY USER IS ABSOLUTELY PROHIBITED AND PUNISHABLE BY APPLICABLE TOWN DISCIPLINARY PROCEDURES, WHICH MAY INCLUDE TERMINATION, CENSURE, AND/OR CRIMINAL PROSECUTION DEPENDING UPON THE NATURE AND SEVERITY OF THE TRANSGRESSION. THE TERM PUBLIC RESOURCE AS USED IN THIS POLICY INCLUDES NOT ONLY THE UNAUTHORIZED USE OF EQUIPMENT, HARDWARE, SOFTWARE, SERVICES (INTERNET, AIR CARDS, EMAIL, TEXTING, ETC.) OR TANGIBLE ARTICLES, BUT ALSO THE EMPLOYEE TIME EXPENDED IN THE ENGAGEMENT OF THE UNAUTHORIZED USE WHILE ON TOWN TIME.

EXAMPLES OF UNAUTHORIZED USE OF SOFTWARE INCLUDE STREAMING MUSIC, WEATHER BUG OR RELATED REAL-TIME TICKERS, STOCK TICKERS, NEWS REELS, ETC., TO THE DESK OR LAPTOP; MOVIE DOWNLOADS, GAMES, SCREENSAVERS USED FROM THE INTERNET, UNAUTHORIZED MESSAGING SOFTWARE SUCH AS AOL, YAHOO, FB, WINDOWS MESSENGER; AND "CHAT" SOFTWARE.

OFFICIALS AND EMPLOYEES MAY NOT:

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(1) USE IT RESOURCES FOR PERSONAL GAIN, OR TO SUPPORT OR ADVOCATE FOR NON-TOWN RELATED BUSINESS OR FOR POLITICAL PURPOSES.

(2) CREATE, DISTRIBUTE, UPLOAD ANY DISRUPTIVE, ABUSIVE, HARASSING, THREATENING, OR OFFENSIVE MESSAGES, PORNOGRAPHY INCLUDING OFFENSIVE COMMENTS OR GRAPHICS ABOUT SEX, RACE, GENDER, COLOR, DISABILITIES, AGE, SEXUAL ORIENTATION, RELIGIOUS BELIEFS AND PRACTICE, POLITICAL BELIEFS, OR NATIONAL ORIGIN.

(3) USE IT RESOURCES FOR, BUT NOT LIMITED TO, ILLEGAL OR UNLAWFUL PURPOSES OR TO SUPPORT OR ASSIST SUCH PURPOSES.

(4) ATTEMPT TO CIRCUMVENT OR SUBVERT SYSTEM OR NETWORK SECURITY MEASURES, PROVIDE INTERNAL NETWORK ACCESS TO ANY NON-USERS OR USE YOUR ACCOUNT TO GAIN UNAUTHORIZED ACCESS TO EXTERNAL NETWORKS AND SYSTEMS.

(5) MOUNT AN ATTACK ON THE SECURITY OF ANY SYSTEM (I.E. ATTEMPTING TO HACK OR INTRODUCE VIRUSES INTO A SYSTEM).

(6) USE THE NETWORK TO DISRUPT NETWORK USERS, SERVICES OR EQUIPMENT. DISRUPTIONS INCLUDE, BUT ARE NOT LIMITED TO, DISTRIBUTION OF UNSOLICITED ADVERTISING, PROPAGATION OF COMPUTER "WORMS" AND VIRUSES, AND SUSTAINED HIGH VOLUME NETWORK TRAFFIC THAT SUBSTANTIALLY HINDERS OTHERS IN THEIR USE OF THE NETWORK.

(7) INTERCEPT NETWORK TRAFFIC FOR ANY PURPOSE UNLESS ENGAGED IN AUTHORIZED NETWORK ADMINISTRATIVE DUTIES.

(8) INSTALL OR USE ENCRYPTION SOFTWARE ON ANY TOWN OF FOREST HEIGHTS COMPUTERS OR DEVICES WITHOUT FIRST OBTAINING WRITTEN PERMISSION FROM YOUR DEPARTMENT HEAD AND THE TOWN ADMINISTRATOR. USERS MAY NOT USE ENCRYPTION KEYS OR ENCRYPTION PASSWORDS THAT ARE UNKNOWN TO THEIR DEPARTMENT HEAD OR IT STAFF OR CONSULTANT.

(9) ENGAGE IN ONLINE FUNDRAISING (UNLESS APPROVED BY THE MAYOR OR COUNCIL; E.G., UNITED WAY).

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(10) MASS-MAILING TOWN-WIDE MESSAGES WITHOUT DEPARTMENT HEAD, OR TOWN ADMINISTRATOR APPROVAL.

(11) SEND TOWN-WIDE MAILINGS ABOUT VIRUSES, OR OTHER WARNINGS ABOUT OUTSIDE COMPUTER ATTACKS (THESE ARE ALMOST ALWAYS A HOAX AND SHOULD BE TURNED OVER TO IT STAFF OR CONSULTANTS FOR DISPOSITION).

(12) INITIATE OR FORWARD CHAIN LETTERS (JOKES) BY EMAIL.

(13) SPOOF (DISGUISE) YOUR IDENTITY OR SEND ANONYMOUS E-MAILS OR SEND E-MAIL UNDER ANOTHER EMPLOYEE'S NAME WITHOUT PERMISSION.

(14) DOWNLOAD ANY NON-STANDARD OR NON-BUSINESS-RELATED FILES OR SOFTWARE, INCLUDING "FREEWARE" AND/OR "SHAREWARE" PROGRAMS UNLESS PREVIOUSLY APPROVED.

(15) LOAD OR ACCESS PERSONAL INTERNET SERVICE PROVIDER OR SIMILAR ACCOUNTS (I.E. AOL, GMAIL, COMPUSERVE, ETC.) ON TOWN OWNED EQUIPMENT.

(16) UNLESS EXPRESSLY AUTHORIZED, SENDING, TRANSMITTING, OR OTHERWISE DISSEMINATING PROPRIETARY DATA, TRADE SECRETS, OR OTHER CONFIDENTIAL INFORMATION OF THE TOWN IS STRICTLY PROHIBITED. UNAUTHORIZED DISSEMINATING OF THIS INFORMATION MAY RESULT IN SUBSTANTIAL CIVIL LIABILITY AS WELL AS SEVERE CRIMINAL PENALTIES UNDER THE ECONOMIC ESPIONAGE ACT OF 1996. ATTORNEY-CLIENT PRIVILEGED INFORMATION SHOULD NOT BE SHARED WITH OUTSIDE PARTIES UNLESS AUTHORIZED.

(17) MAKE OR USE ILLEGAL COPIES OF COPYRIGHTED SOFTWARE OR OTHER MEDIUMS, STORE SUCH COPIES ON TOWN SYSTEMS, OR TRANSMIT THEM OVER THE TOWN NETWORK OR SYSTEMS.

IT IS THE RESPONSIBILITY OF THE SUPERVISOR, TOWN ADMINISTRATOR AND/OR DEPARTMENT HEAD TO BE AWARE OF HOW THE TOWN'S COMPUTER SYSTEMS OR DEVICES ARE BEING UTILIZED BY HIS/HER EMPLOYEES AND ENSURE THAT

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EMPLOYEES AND OFFICIALS ARE PERIODICALLY INFORMED AND AWARE OF THE IT POLICIES AT A MINIMUM ON AN ANNUAL BASIS.

**(8) NETWORK MONITORING**

ALL COMPUTER APPLICATIONS, PROGRAMS, DATA AND WORK-RELATED INFORMATION CREATED OR STORED BY TOWN OFFICIALS OR EMPLOYEES ON TOWN INFORMATION SYSTEMS AND RESOURCES ARE THE PROPERTY OF THE TOWN OF FOREST HEIGHTS. TOWN EMPLOYEES OR OFFICIALS SHALL HAVE NO EXPECTATION OF PRIVACY IN ANYTHING THEY STORE, SEND OR RECEIVE ON THE TOWN'S COMPUTER OR OTHER ELECTRONIC SYSTEMS. THE TOWN MAY MONITOR MESSAGES OR DATA WITHOUT PRIOR NOTICE. THE TOWN OF FOREST HEIGHTS IS NOT OBLIGATED TO MONITOR E-MAIL MESSAGES. THE TOWN RESERVES THE RIGHT TO ACCESS AND MONITOR E-MAIL USE AND ANY OTHER COMPUTER, SMART PHONE OR ELECTRONIC RELATED TRANSMISSIONS, AS WELL AS STORED INFORMATION, CREATED OR RECEIVED BY TOWN USERS WITH TOWN INFORMATION TECHNOLOGY SYSTEMS AND RESOURCES UNDER THE FOLLOWING CIRCUMSTANCES:

- (1) PERFORMANCE MONITORING OR PROBLEM-SOLVING PURPOSES,
- (2) NECESSARY IN THE COURSE OF AN INVESTIGATION FOR POSSIBLE VIOLATION OF TOWN LAWS OR POLICIES,
- (3) THERE IS REASONABLE SUSPICION THAT A USER HAS COMMITTED, OR IS COMMITTING A CRIME AGAINST THE TOWN OR FOR WHICH THE TOWN COULD BE LIABLE,
- (4) RANDOM OR AUTOMATED MONITORING TO ENSURE THAT CONTENT IS IN COMPLIANCE WITH THE TOWN'S ESTABLISHED POLICIES,
- (5) REQUEST FOR MONITORING IS MADE BY APPROPRIATE AUTHORITY, AND
- (6) WHEN REQUIRED TO DO SO BY LAW.

THE RESERVATION OF THIS RIGHT IS TO ENSURE THAT PUBLIC RESOURCES ARE NOT BEING WASTED OR ABUSED AND TO ENSURE THE TOWN'S INFORMATION SYSTEMS ARE OPERATING AS EFFICIENTLY AS POSSIBLE IN ORDER TO PROTECT

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THE PUBLIC'S INTERESTS. THIS INCLUDES BLOCKING ACCESS TO CERTAIN WEB SITES FOR WHICH ACCESS IS DEEMED TO BE IN CONFLICT WITH TOWN POLICY.

**(9) E-MAIL RECORDS RETENTION**

E-MAILS AND ATTACHED DOCUMENTS ARE THE PROPERTY OF THE TOWN, AND THE CITIZENS OF FOREST HEIGHTS, AND ARE SUBJECT TO TOWN AND STATE RECORDS MANAGEMENT POLICIES. IF THE TOWN FACES OR WISHES TO PURSUE LITIGATION, THE TOWN'S EMAILS AND OTHER PUBLIC RECORDS MAY BE CONSIDERED DISCOVERABLE AND THE TOWN HAS A DUTY TO PRESERVE SUCH EVIDENCE. PLEASE REVIEW ALL RELEVANT PUBLIC RECORDS, EMAIL USE AND PASSWORD POLICIES TO UNDERSTAND HOW THEY PERTAIN TO RETENTION. GENERALLY SPEAKING, E-MAIL MESSAGES OFTEN REPRESENT TEMPORARY COMMUNICATIONS THAT ARE NON-VITAL; HOWEVER, THEY MAY NOT BE DISCARDED ROUTINELY AS THEY ARE CONSIDERED PUBLIC RECORDS WHEN GENERATED ON TOWN SYSTEMS OR BY TOWN OFFICIALS OR EMPLOYEES CONDUCTING TOWN BUSINESS. AS A RESULT, THE E-MAIL SYSTEM SHOULD NOT BE USED TO TRANSMIT CERTAIN VERY SENSITIVE MATERIALS (FOR EXAMPLE, SOME PERSONNEL MATTERS) THAT MAY MORE APPROPRIATELY BE COMMUNICATED BY WRITTEN MEMORANDA OR PERSONAL CONVERSATION. HOWEVER, TYPICALLY THE E-MAIL MESSAGE MAY BE CONSIDERED A MORE FORMAL RECORD AND NEEDS TO BE RETAINED PURSUANT TO THE TOWN'S OR DEPARTMENT'S RECORD RETENTION SCHEDULE.

USERS ARE CAUTIONED THAT DELETING AN E-MAIL MESSAGE FROM A USER'S ASSIGNED MAILBOX OR ACCOUNT CAN BE DEEMED INAPPROPRIATE OR ILLEGAL, BUT IT DOES NOT MEAN ALL COPIES OF THE MESSAGE ARE OR HAVE ALSO DEFINITELY BEEN DELETED. THE MESSAGE MAY STILL RESIDE IN THE RECIPIENT'S MAILBOX, MAY HAVE BEEN SAVED IN SOME OTHER FOLDER, OR FORWARDED TO OTHER RECIPIENTS. ALSO, ANY MESSAGE SENT THE DAY BEFORE MAY BE SAVED IN THE NIGHTLY OR QUEUED SYSTEM BACKUP AND RETAINED FOR A PERIOD OF TIME. USERS SHALL TAKE STEPS TO ENSURE EMAIL RETENTION OF ALL TOWN EMAIL COMMUNICATIONS WHETHER IT BE ON TOWN SYSTEMS OF DEVICES OR ON PERSONAL OR NON-TOWN SYSTEMS OR DEVICES. CURRENTLY ALL EMAILS ARE SAVED ON THE SERVER OR BY THE SERVICE PROVIDER UNTIL DELETED FROM THE MAILBOX BY THE USERS AND PURGED BY THE SYSTEM. MANAGERS AND SUPERVISORS MAY, WITH DEPARTMENT HEAD OR TOWN ADMINISTRATOR APPROVAL, ACCESS, AS NECESSARY, AN EMPLOYEE'S OR OFFICIAL'S E-MAIL IF EMPLOYEES OR OFFICIALS ARE ON LEAVE OF

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ABSENCE, EXTENDED LEAVE BY REQUESTING ACCESS THROUGH THE TOWN ADMINISTRATOR AND THE DEPARTMENT HEAD.

**(10) SECURITY**

THE TOWN OF FOREST HEIGHTS HAS A COMPREHENSIVE COMPUTING ENVIRONMENT THAT ENCOMPASSES AN ARRAY OF NETWORKING, SERVER AND DESKTOP COMPUTING PLATFORMS AS WELL AS THE COMPLEMENTARY SYSTEMS SOFTWARE. USERS SHOULD NEVER CONSIDER ELECTRONIC COMMUNICATIONS TO BE EITHER PRIVATE OR SECURE. E-MAIL AND DATA COULD POTENTIALLY BE STORED INDEFINITELY ON ANY NUMBER OF COMPUTERS, IN ADDITION TO THAT OF THE RECIPIENT. COPIES OF E-MAIL MESSAGES OR ALTERED MESSAGES MAY BE FORWARDED TO OTHERS EITHER ELECTRONICALLY OR ON PAPER. IN ADDITION, E-MAIL SENT TO NONEXISTENT OR INCORRECT USER NAMES MAY BE DELIVERED TO PERSONS THAT THE SENDER NEVER INTENDED. EACH USER IS RESPONSIBLE FOR ENSURING THAT HIS OR HER USE OF OUTSIDE COMPUTERS AND NETWORKS, SUCH AS THE INTERNET, DOES NOT COMPROMISE THE SECURITY OF THE TOWN OF FOREST HEIGHTS' COMPUTER NETWORK. THIS DUTY INCLUDES TAKING REASONABLE PRECAUTIONS TO PREVENT OTHERS FROM ACCESSING THE TOWN'S NETWORK WITHOUT AUTHORIZATION AND TO PREVENT INTRODUCTION AND SPREAD OF VIRUSES.

**(11) NETWORK / INTERNET SECURITY**

STANDARDS AND REQUIREMENTS EXIST TO ENSURE SECURITY AND AVAILABILITY OF THE DATA AND SYSTEMS. THE TOWN'S NETWORK CONNECTS TO THE INTERNET THROUGH A FIREWALL. THE TOWN TYPICALLY FOLLOWS A THREE-TIERED STRUCTURE FOR WEB-ENABLED SYSTEMS THAT ARE ACCESSIBLE FROM THE INTERNET. THESE SYSTEMS WILL TYPICALLY HOST THEIR WEB PAGES ON A WEB SERVER WHILE THE APPLICATION AND DATABASES WILL RESIDE ON DIFFERENT SERVER(S). THIS CONFIGURATION PROMOTES MAINTAINABILITY AND IS DESIRED ON ALL NEW SYSTEMS BEING EVALUATED FOR THE TOWN. THIS ALSO ALLOWS THE WEB SERVER TO BE PLACED IN A SAFE ZONE, WITH THE APPLICATION AND/OR DATABASE SERVERS ON THE INTERNAL NETWORK FOR ENHANCED SECURITY. UNLESS AUTHORIZED BY THE TOWN ADMINISTRATOR, ACCESS IS NOT ALLOWED DIRECTLY FROM THE INTERNET TO THE INTERNAL NETWORK.

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A SERVER IN THE SAFE ZONE MAY ESTABLISH A POINT-TO-POINT CONNECTION TO AN APPLICATION ON THE INTERNAL NETWORK IF REQUIRED TO PERFORM AN APPROVED FUNCTION. ANY SAFE ZONE SERVER REQUIRED TO COMMUNICATE WITH A DATABASE SERVER IN THE INTERNAL NETWORK SHOULD DO SO THROUGH A PROXY CONFIGURED FOR A NONSTANDARD PORT. THESE PORTS ARE WELL DOCUMENTED (WWW.IANA.ORG) AND ARE SUBJECT TO EXTENSIVE HACKING. UNDER NO CIRCUMSTANCES WILL A SERVER ON THE SAFE ZONE HAVE THE ABILITY TO INITIATE A CONVERSATION WITH A WORKSTATION ON THE INTERNAL NETWORK. ALSO SAFE ZONE SERVERS ARE NOT ALLOWED TO CONNECT OUT TO THE INTERNET VIA HTTP PROTOCOL. IN ADDITION, ALL WEB SERVERS SHOULD HAVE THEIR SYSTEMS CONFIGURED TO DISABLE ALL NONESSENTIAL FUNCTIONALITIES (SMTP, SNMP, FTP). FTP OR ANY OTHER ACCESS IS PROVIDED ONLY IF REQUIRED FOR AN APPROVED FUNCTION AND DOES NOT COMPROMISE THE SECURITY OF THE TOWN OF FOREST HEIGHTS' COMPUTING ENVIRONMENT. IF A USER OR SYSTEM NEEDS TO ESTABLISH A CONNECTION TO THE INTERNET FOR APPLICATION OR SYSTEM MAINTENANCE VIA TOOLS SUCH AS PC ANYWHERE, LOGMEIN, ETC. PRIOR APPROVAL NEEDS TO BE OBTAINED THROUGH THE TOWN ADMINISTRATOR AND/OR IT STAFF OR CONSULTANTS.

**(12) SECURITY PATCHES**

THE TOWN ADMINISTRATOR AND DESIGNATED IT CONSULTANTS SHALL HAVE A PROCESS IN PLACE TO UPDATE ALL SERVERS WITH THE LATEST SECURITY PATCHES TO ENHANCE SECURITY. THE APPLICATION VENDORS SHOULD ADHERE TO THE INDUSTRY PRACTICE OF COMPLIANCE TO THE LATEST VERSION OF SYSTEM SOFTWARE LEVELS TO ENSURE MAXIMUM SECURITY TO INFORMATION AND SERVICES PROVIDED BY THE TOWN.

**(13) NETWORK DEVICES**

PRIOR APPROVAL FROM THE TOWN ADMINISTRATOR AND IT STAFF OR CONSULTANTS MUST BE OBTAINED BEFORE ANY OF THE FOLLOWING ACTIVITIES ARE ATTEMPTED. THESE ARE NOT ALLOWED BY DEFAULT:

- CONNECTING ANY NETWORKING DEVICES TO THE TOWN NETWORK.
- USAGE OF MODEMS ON INDIVIDUAL SERVERS / DESKTOPS /WORKSTATIONS FOR REMOTE ACCESS PURPOSES.
- ALLOWING NON-TOWN AGENCIES OR ENTITIES TO ACCESS THE TOWN NETWORK WITHOUT PRIOR IT

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APPROVAL.

THE FOLLOWING ACTIVITIES SHOULD ONLY BE CARRIED OUT BY IT OR ITS AUTHORIZED DESIGNEES:

- CONNECTING NETWORKING DEVICES TO THE TOWN NETWORK.
- INTERCONNECTING EXTERNAL NETWORKS BY ROUTERS.

TO MAINTAIN THE SECURITY OF THE TOWN NETWORK, ALL THE VIRTUAL PRIVATE NETWORK (VPN) USERS SHOULD ENSURE THAT:

- THEIR PCS OR DEVICES HAVE THE MOST CURRENT VIRUS PROTECTION INSTALLED
- OPERATING SYSTEM HAS ALL THE RECOMMENDED PATCHES INSTALLED
- BROWSERS HAVE ALL THE RECOMMENDED PATCHES INSTALLED.

**(14) ANTI-VIRUS PROTECTION**

THE TOWN NETWORK IS PROTECTED FROM VIRUSES WITH THE HELP OF FIREWALLS, E-MAIL SCANNING SOFTWARE AND DESKTOP SCANNING SOFTWARE; HOWEVER, USERS WILL STILL BE VULNERABLE TO VIRUSES IF THE FOLLOWING GUIDELINES ARE NOT FOLLOWED. IN SOME CASES, SIMPLY READING AN EMAIL CAN SPREAD A VIRUS TO A USER'S COMPUTER, AND FROM THERE TO MANY OTHER INTERNAL AND EXTERNAL TOWN RECIPIENTS. THE TOWN HAS TAKEN PRUDENT MEASURES TO SCAN INCOMING EMAIL AND ATTEMPT TO INTERCEPT VIRUSES. HOWEVER, NO SAFEGUARD IS FOOLPROOF, AND VIRUSES CAN FIND THEIR WAY INTO TOWN USERS' COMPUTERS FROM A VARIETY OF OTHER WAYS (E.G., FLASH DRIVES FROM OTHER COMPUTERS, INTERNET FILE TRANSFER, ETC.). EACH USER IS RESPONSIBLE FOR TAKING REASONABLE PRECAUTIONS TO AVOID INTRODUCING VIRUSES INTO THE TOWN NETWORK.

- ALWAYS RUN THE TOWN STANDARD, SUPPORTED ANTI-VIRUS SOFTWARE THAT THE TOWN PROVIDES.
- NEVER OPEN ANY FILES OR MACROS ATTACHED TO AN E-MAIL FROM AN UNKNOWN, SUSPICIOUS OR UNTRUSTWORTHY SOURCE. DELETE THESE ATTACHMENTS IMMEDIATELY, THEN "DOUBLE DELETE" THEM BY EMPTYING YOUR TRASH.
- DELETE AND NEVER FORWARD SPAM, CHAIN, AND OTHER JUNK E-MAIL.
- NEVER DOWNLOAD FILES FROM UNKNOWN OR SUSPICIOUS SOURCES..

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- AVOID DIRECT DISK SHARING WITH READ/WRITE ACCESS UNLESS THERE IS ABSOLUTELY A BUSINESS REQUIREMENT TO DO SO.
- ALWAYS SCAN FLASH DRIVES FROM AN EXTERNAL OR UNKNOWN SOURCE FOR VIRUSES BEFORE USING IT.

**(15) VIRUSES AND LAPTOPS**

VIRUSES CAN GAIN BACK DOOR ENTRY VIA LAPTOPS/MOBILE DEVICES THAT ARE NORMALLY OUTSIDE THE NETWORK AND WHICH MAY GET INFECTED. TO ELIMINATE SUCH RISKS, THE FOLLOWING GUIDELINES SHOULD BE USED:

(1) ALWAYS MAKE SURE THAT YOU HAVE CURRENT ANTIVIRUS PROTECTION ON THE LAPTOPS. TOWN PROVIDED LAPTOPS SHOULD HAVE MCAFEE OR OTHER ANTIVIRUS SOFTWARE ON THEM. IF IT IS NOT PRESENT, PLEASE CONTACT THE TOWN ADMINISTRATOR OR DESIGNEE.

(2) IF CONNECTED ON THE TOWN NETWORK, THE ANTIVIRUS SIGNATURE FOR THIS SOFTWARE IS UPDATED DAILY. ALL OTHER TOWN LAPTOP USERS SHOULD ENSURE THAT THEY PERIODICALLY SECURELY CONNECT THE LAPTOPS TO THE TOWN'S NETWORK FOR A SUSTAINED PERIOD OF TIME TO GET THE SIGNATURE UPDATES. IF IT IS NOT POSSIBLE, PLEASE CONTACT THE IT STAFF DESIGNEE FOR A CHANGE IN THE LAPTOP SETTINGS.

(3) SCAN YOUR HARD DISK PERIODICALLY FOR ANY VIRUS. ONCE A WEEK IS AN IDEAL FREQUENCY AS THIS WOULD HELP THE ONGOING DETECTION OF ANY VIRUS, OR NEW VIRUS, ON YOUR MACHINE.

(4) KEEP YOUR WINDOWS SOFTWARE "PATCHED." INFORMATION WILL BE PROVIDED BY THE IT CONSULTANT TO HELP USERS DO THIS. NOTE THAT UN-PATCHED WINDOWS SOFTWARE IS VULNERABLE TO VIRUS ATTACKS.

IT IS DESIRED THAT NON-TOWN LAPTOPS NOT BE CONNECTED TO THE TOWN NETWORK. IF IT IS TOTALLY UNAVOIDABLE THEN YOU SHOULD CONTACT DESIGNATED IT PERSONNEL FOR ASSISTANCE TO:

- (1) ENSURE THAT THE LAPTOP HAS ANTIVIRUS SOFTWARE LOADED ON IT.
- (2) ENSURE THE SIGNATURE FILE FOR THE ANTIVIRUS SOFTWARE IS CURRENT.

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- (3) ENSURE THE LAPTOP IS SCANNED FOR VIRUSES JUST BEFORE IT IS CONNECTED ON THE TOWN'S NETWORK.

FOLLOWING THESE STEPS WHILE USING YOUR LAPTOP WILL HELP ENSURE THE SAFETY AND SECURITY OF THE TOWN'S DATA AND NETWORK.

**(16) E-MAIL SCANNING**

IN ORDER TO PROVIDE FURTHER PROTECTION FOR ALL OUR TOWN USERS, IT CONSULTANTS MAY HAVE IMPLEMENTED ADDITIONAL MEASURES FOR ELECTRONIC SCANNING OF INCOMING E-MAIL. ALL E-MAIL ATTACHMENTS COMING TO THE TOWN WILL BE ELECTRONICALLY SCANNED FOR KEY WORDS THAT ARE EITHER SEXUALLY EXPLICIT, HAVE DRUG CULTURE REFERENCES OR CONTAIN KNOWN PHRASES INDICATIVE OF SPAM, HOAXES OR VIRUSES. ALSO, THE "SUBJECT" LINE IN E-MAIL MAY BE SCANNED FOR THE SAME KINDS OF KEY WORDS. ANY E-MAIL WITH WORDS OR PHRASES MATCHING THE KEY WORD LIST WILL BE SAVED IN A QUARANTINE FILE. IF YOU RECEIVE A MESSAGE THAT AN E-MAIL OR ATTACHMENT HAS BEEN REJECTED, YOU WILL HAVE FOUR WEEKS TO CONTACT IT STAFF OF DESIGNEES AND ASK TO SEE THE REJECTED E-MAIL, IN CASE THE SCANNING PROCESS REJECTED SOMETHING IMPORTANT TO YOU. OTHERWISE, THE REJECTED E-MAIL WILL BE DISPOSED OF AUTOMATICALLY AFTER FOUR WEEKS. IT'S IMPORTANT TO NOTE THAT EMAIL SCANNING IS AN ELECTRONIC COMPARISON TO A TABLE OF INAPPROPRIATE WORDS AND PHRASES. THIS ELECTRONIC SCAN WILL REDUCE OFFENSIVE MATERIAL AND MAKE IT MUCH MORE DIFFICULT FOR PURVEYORS OF JUNK E-MAIL OR VIRUSES TO INTERFERE WITH NORMAL OPERATIONS.

**(17) ID'S & PASSWORDS**

PASSWORDS ARE AN IMPORTANT ASPECT OF COMPUTER SECURITY. THEY ARE THE FRONT LINE OF PROTECTION FOR USER ACCOUNTS. A POORLY CHOSEN PASSWORD MAY RESULT IN THE COMPROMISE OF FOREST HEIGHTS' ENTIRE ENTERPRISE NETWORK. PLEASE REFER TO THE TOWN'S E-MAIL/INTERNET POLICIES AND PROCEDURES ABOVE FOR FURTHER DETAILS. THE SCOPE OF THIS POLICY INCLUDES ALL PERSONNEL, INCLUDING THIRD PARTIES, WHO HAVE OR ARE RESPONSIBLE FOR AN ACCOUNT (OR ANY FORM OF ACCESS THAT SUPPORTS OR REQUIRES A PASSWORD) ON ANY SYSTEM THAT RESIDES AT ANY TOWN FACILITY, HAS ACCESS TO THE TOWN NETWORK, OR STORES ANY NON-PUBLIC INFORMATION. USERS ARE RESPONSIBLE FOR SAFEGUARDING THEIR PASSWORDS FOR ACCESS TO THE COMPUTER SYSTEM. USERS ARE

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RESPONSIBILITY FOR ALL TRANSACTIONS MADE USING THEIR PASSWORDS. NO USER MAY ACCESS THE COMPUTER SYSTEM USING ANOTHER USER'S PASSWORD OR ACCOUNT OR PORTRAY ONESELF AS ANOTHER USER. ALTHOUGH USERS HAVE CONFIDENTIAL PASSWORDS, THIS SHOULD NOT BE CONSTRUED TO MEAN THAT THE APPLICATION DATA IS THE PROPERTY RIGHT OF THE USER OR THAT NETWORK, INTERNET NOR THAT E-MAIL ACCESS IS FOR PERSONAL CONFIDENTIAL COMMUNICATIONS OR THAT THE PASSWORD IS TO PROTECT THE EMPLOYEE'S PRIVACY.

**(18) THIRD-PARTY ACCESS**

THE TOWN OF FOREST HEIGHTS IS DEVELOPING A THIRD-PARTY ACCESS POLICY WHICH ESTABLISHES THE RULES AND RESPONSIBILITIES FOR TOWN EMPLOYEES WHO ARE RESPONSIBLE FOR THE CONTRACTING AND/OR SUPERVISING OF THE THIRD PARTY AND THEIR ACCESS TO FOREST HEIGHTS INFORMATION SYSTEMS. A THIRD-PARTY IS ANY INDIVIDUAL FROM AN OUTSIDE SOURCE (CONTRACTED OR OTHERWISE) WHO REQUIRES ACCESS TO OUR INFORMATION SYSTEMS FOR THE PURPOSE OF PERFORMING WORK. A THIRD PARTY COULD CONSIST OF, BUT IS NOT LIMITED TO: SOFTWARE VENDORS, CONTRACTORS, CONSULTANTS, BUSINESS PARTNERS, AND SECURITY COMPANIES. THE POLICY ADDRESSES ACCESS TO OUR INFORMATION SYSTEMS. CONTRACTORS OR OTHER THIRD PARTIES WHO VIOLATE THIS POLICY MAY HAVE THEIR CONTRACT REVOKED. OTHER LEGAL REMEDIES, INCLUDING CRIMINAL PROSECUTION, MAY ALSO BE PURSUED IF WARRANTED.

**(19) COMPUTER DESKTOP SECURITY**

PLEASE FOLLOW THE GUIDELINES BELOW TO AVOID SECURITY BREACHES:

- DESKS AND FURNITURE SHOULD BE POSITIONED SO THAT SENSITIVE MATERIAL IS NOT VISIBLE
- FROM EITHER THE WINDOWS OR THE HALLWAY.
- CLOSE APPLICATIONS AND TURN OFF YOUR MONITOR WHEN YOU LEAVE YOUR DESK.
- DO NOT LEAVE PORTABLE MEDIA SUCH AS CDS OR FLOPPY DISKS IN DRIVES.
- TURN OFF YOUR COMPUTER WHEN YOU LEAVE FOR EXTENDED PERIODS.
- NEVER WRITE YOUR PASSWORDS ON A STICKY NOTE NOR TRY TO HIDE THEM ANYWHERE IN YOUR OFFICE.

WHERE APPROPRIATE:

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- USE A SCREEN FILTER TO MINIMIZE THE VIEWING ANGLE ON A COMPUTER MONITOR.
- LOCK YOUR OFFICE DOOR WHEN YOU'RE GONE FOR EXTENDED PERIODS.
- CLEAR CACHE FILES ON COMPUTER AND MEMORY ON DEVICES LIKE PRINTERS REGULARLY.

**(20) USB PORTABLE MEMORY OR STORAGE DEVICE**

THE USE OF USB PORTABLE DEVICES (SMALL, KEYCHAIN-SIZED STORAGE DEVICES CAPABLE OF HOLDING DATA) MAY BE USEFUL AND PRACTICAL UNDER CERTAIN CIRCUMSTANCES, BUT THE UNCHECKED USAGE OF THEM COULD POSE A DATA SECURITY BREACH, THEREFORE USE OF THEM AT THE TOWN IS HIGHLY DISCOURAGED AND SHOULD BE REGISTERED WITH IT. MOST MEMORY DEVICES OF THIS TYPE ARE ACTIVATED SIMPLY BY PLUGGING THEM INTO A USB PORT, WHICH ALMOST EVERY COMPUTER HAS. FROM A HARDWARE STANDPOINT, THERE IS NOTHING TO STOP UNWANTED EYES FROM VIEWING INFORMATION ON A FOUND OR STOLEN DEVICE. USAGE OF THESE DEVICES MAY ALSO CAUSE USERS TO NOT UTILIZE THE DEVICE'S NATIVE SECURITY OR BACKUP FEATURES (IF THE DEVICE HAS ANY, WHICH MOST DON'T). OTHER DRAWBACKS AND NEGATIVE ASPECTS OF PORTABLE MEMORY DEVICES SUCH AS USB FLASH DRIVES INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING AREAS OF CONCERN: THEFT SENSITIVE OR CONFIDENTIAL TOWN INFORMATION COULD BE LOADED ONTO THE DEVICE VIA A USB PORT, LEAVING NO RECORD OR TRACE BEHIND. MEMORY DEVICES ARE SMALL AND PRONE TO PHYSICAL LOSS, RESULTING IN LOST PRODUCTIVITY, SENSITIVE TOWN DATA, AND SO ON. LOST, DESTROYED, OR STOLEN DATA MUST BE RETRIEVED BY IT FROM TAPE BACKUPS. OTHER OVERHEAD INCLUDES REDUCED EMPLOYEE PRODUCTIVITY FROM MISSING DATA. A BREACH IN DATA CONFIDENTIALITY CAN CREATE SEVERE LEGAL, FINANCIAL, AND HR IMPLICATIONS FOR THE TOWN. WHILE A LESS LIKELY SCENARIO, AN INTRUDER COULD LOAD A VIRUS OR TROJAN HORSE INTO YOUR NETWORK VIA AN OPEN, UNATTENDED TERMINAL. NETWORK UNAUTHORIZED DOWNLOADING AND UPLOADING OF INFORMATION TO AND FROM MEMORY DEVICES COULD DEGRADE NETWORK PERFORMANCE, STABILITY, AND RELIABILITY.

**(21) COMPUTER DATA BACKUP**

THE FOLLOWING BACKUP POLICY IS ADMINISTERED FOR ALL SERVERS IN THE FACILITIES IN TOWN HALL:

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*FULL BACKUP:* EVERY FRIDAY (OR OTHER DESIGNATED DAY) EACH SERVER IS FULLY BACKED UP. THIS INCLUDES THE SYSTEM FILES, APPLICATION FILES AND DATA FILES. IN CASE FRIDAY IS A HOLIDAY, THE PRECEDING WORKING DAY WILL BE TREATED AS FRIDAY FOR BACKUP PURPOSES.

*DIFFERENTIAL BACKUP:* EVERY OTHER WORKDAY OTHER THAN FRIDAY, THE DIFFERENTIAL BACKUP IS TAKEN FOR SYSTEM, APPLICATION AND DATA FILES. SAME SET OF TAPES MAY BE USED FOR A COMPLETE WEEK DEPENDING ON THE DATA THAT GETS BACKED UP DURING THE WEEK.

*MONTHLY BACKUP:* BACKUP OF THE LAST FRIDAY OF EACH MONTH IS TREATED AS A MONTHLY BACKUP.

*RETENTION POLICY:* DIFFERENTIAL AND WEEKLY FULL BACKUPS ARE RETAINED FOR 4-WEEK DURATION. THE TAPES ARE OVERWRITTEN AFTER 4 FULL WEEKS. THE MONTHLY BACKUP IS RETAINED FOR 12 MONTHS (14 IN CASE OF SPECIAL CASES) BEFORE THE TAPES ARE REUSED.

*OFFSITE STORAGE:* THE IT OR OTHER STAFF OR CONSULTANT SWAPS MONTHLY BACKUP TAPES WITH THE TOWN CLERK SO THAT A COPY OF OUR TAPES WILL NOT BE LOST SHOULD SOMETHING OCCUR WITH THE TOWN HALL BUILDING. THE CLERK'S TAPES ARE SECURED IN A FIRE PROOF SAFE OR OTHER APPROPRIATE CONTAINER AND SHOULD SURVIVE AN INCIDENT IN THAT BUILDING.

**(22)      EMPLOYEE ACCESS REMOVAL**

COMPUTER SYSTEM SECURITY: WHEN AN EMPLOYEE IS NO LONGER EMPLOYED BY THE TOWN, THE DEPARTMENT HEAD OR AUTHORIZED DESIGNEE MUST FILL OUT AN "IT SECURITY REQUEST FORM" OR SIMILAR FORM. THE "IT SECURITY REQUEST FORM" SHOULD REFLECT ALL SYSTEMS FOR WHICH A TERMINATED EMPLOYEE HAD ACCESS. PLEASE NOTE IF E-MAIL OR FILE DATA IS TO BE TRANSFERRED TO THE DEPARTMENT HEAD'S ACCOUNT OR OTHER LOCATION. OTHERWISE, ANY AND ALL DATA ASSOCIATED WITH THE ACCOUNT WILL BE DELETED OR TRANSFERRED. PUBLIC RECORDS WILL BE PRESERVED. FORMER EMPLOYEES HAVE NO RIGHT TO THE CONTENTS OF THEIR E-MAIL MESSAGES OR DATA STORED IN TOWN SYSTEMS, AND SHOULD NOT BE ALLOWED ACCESS TO THE INTERNAL SYSTEM.

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**(23) SEVERE WEATHER AND PROTECTION OF COMPUTER EQUIPMENT**

UPON THE ISSUANCE OF A SEVERE WEATHER "WARNING STATUS" THE FOLLOWING STEPS ARE TO BE TAKEN BY EACH USER TO HELP PROTECT BOTH COMPUTER HARDWARE AND SOFTWARE. ALL COMPUTER EQUIPMENT SHOULD BE POWERED OFF. THIS APPLIES TO PERSONAL COMPUTERS; WORKSTATIONS, PRINTERS AND ANY ASSOCIATED PERIPHERAL DEVICES (I.E., TAPE BACKUP UNITS, MODEMS, SCANNERS, ETC.). AFTER POWERING DOWN THE EQUIPMENT, DISCONNECT THE POWER CABLES FROM THE RECEPTACLES TO PROTECT EQUIPMENT FROM POTENTIAL SURGES FROM LIGHTNING.

**(24) POLICY INFRACTION**

TOWN EMPLOYEES WHO VIOLATE THIS POLICY MAY HAVE THEIR ACCESS REMOVED AND MAY BE SUBJECT TO DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION. IN ADDITION, CONTRACTORS OR OTHER THIRD PARTIES WHO VIOLATE THIS POLICY MAY HAVE THEIR CONTRACT REVOKED. OTHER LEGAL REMEDIES, INCLUDING CRIMINAL PROSECUTION, MAY ALSO BE PURSUED IF WARRANTED. IT IS THE POLICY OF THE TOWN OF FOREST HEIGHTS TO HANDLE INFRACTIONS AS FOLLOWS:

- (1) THE VIOLATION MUST BE REPORTED TO THE USER'S SUPERVISOR OR MANAGER.
- (2) THE USER'S MANAGER WILL FOLLOW PROCEDURES CONSISTENT WITH THE GUIDELINES AND POLICIES OF "TOWN OF FOREST HEIGHTS EMPLOYEE HANDBOOK."

SANCTIONS FOR INAPPROPRIATE USE OF TOWN NETWORK RESOURCES OR FAILURE TO COMPLY WITH THIS POLICY MAY INCLUDE, BUT ARE NOT LIMITED TO, ONE OR MORE OF THE FOLLOWING:

- (1) TEMPORARY OR PERMANENT REVOCATION OF ACCESS TO SOME OR ALL COMPUTING AND NETWORKING RESOURCES AND FACILITIES;
- (2) DISCIPLINARY ACTION ACCORDING TO APPLICABLE TOWN OF FOREST HEIGHTS POLICIES;
- (3) LEGAL ACTION ACCORDING TO APPLICABLE LAWS AND CONTRACTUAL AGREEMENTS.

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THE RULES AND GUIDELINES REQUIRE STRICT ADHERENCE. FAILURE TO CONFORM AND COMPLY WITH THESE RULES AND GUIDELINES WILL SUBJECT INDIVIDUALS TO APPROPRIATE DISCIPLINARY ACTION COMMENSURATE WITH THE SEVERITY OF THE INFRACTION AND MAY RESULT IN DISCIPLINARY ACTIONS UP TO AND INCLUDING TERMINATION AS WELL AS CRIMINAL PROSECUTION.

**(25) COMPUTER SUPPORT AND TRAINING**

TOWN INFORMATION TECHNOLOGY CONSULTANTS OR OTHER DESIGNATED STAFF OFFER SUPPORT FOR EXISTING TOWN COMPUTER SYSTEMS BY CALLING A TELEPHONE NUMBER OR EMAIL. ALL REQUESTS FOR TRAINING SHOULD BE DIRECTED TO THE TOWN ADMINISTRATOR WHO WILL DO HIS OR HER BEST TO ACCOMMODATE YOUR NEEDS WITHIN BUDGETARY AND POLICY CONSTRAINTS.

\* \* \*

**AND BE IT FURTHER RESOLVED** that this Resolution shall take effect immediately upon its passage.

PASSED this 19 day of June 2019.

**APPROVED:** By Resolution of the Town Council of The Town of Forest Heights, Maryland.

<u>ROLL CALL VOTE</u>	<u>YEA/NAY/ABSTAIN/ABSENT</u>
MUHAMMAD	<u>Yea</u>
KENNEDY II	<u>Yea</u>
NOBLE	<u>Yea</u>
BARNES	<u>Yea</u>
HINES	<u>absent</u>
WASHINGTON	<u>Yea</u>
MANN	<u>Nay</u>

ATTEST:

THE MAYOR AND COUNCIL OF THE  
TOWN OF FOREST HEIGHTS, MARYLAND

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THE TOWN OF FOREST HEIGHTS  
RESOLUTION 32-19

**SIGNATURE ON FILE**

Sherletta Hawkins, Town Clerk

By: \_\_\_\_\_

**SIGNATURE ON FILE**

Habeeb-Ullah Muhammad, Mayor

**SIGNATURE ON FILE**

By: \_\_\_\_\_

Calvin Washington, Council President

CERTIFICATION

I, hereby certify, as the duly appointed Town Clerk of the Town of Forest Heights, Maryland, that on the 19 of June 2019 with 5 Aye votes and 1 Nay vote the aforesaid Resolution 32-19 passed.

**SIGNATURE ON FILE**

\_\_\_\_\_  
Sherletta Hawkins, Town Clerk

CAPITALS

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The Town of Forest Heights

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